

## Procedures for Reviewing Work Performed by Contracted Appraisal Services

1. Establish continual contact between the appraisal district and the contracted company.
2. Ensure full understanding and confidence by all parties in the system being contractually created.
3. The appraisal district establishes a plan for knowing if the contractor is meeting the various statutory and contractual deadlines for deliverables and timely completion of the contracted services. This plan must gauge whether the appraisal firm is following generally accepted appraisal practice and USPAP to the extent possible in the determination of value.
4. The appraisal district will ensure that the appraisal firm being contracted must have a set of written procedures to follow when determining values.

## Steps for Reviewing, Verifying, and Evaluating Contractor's Appraisal Procedures

1. Verify scope of work per contractual terms (type of value desired, "as of date, perspective taken by appraiser, etc.) and other areas of contractor versus CAD responsibility.
2. Verify that contractor's appraisers assigned to this job are properly registered and/or certified with TDLR as required to perform appraisals.
3. Contact responsible parties with inquiry as to methodologies and approaches considered and used for each type of property being appraised by the contractor. Pass information gleaned from this inquiry to all appraisal district staff so employees thoroughly understand why the contractor has chosen which approach for which type of property.
4. Inquire as to whether the contractor is referencing all appropriate data sources applicable to the type of property being appraised.
5. Inquire as to whether the contractor is following all laws and statutory provisions applicable to the type of property being appraised.

6. Inquire as to whether contractor's methods and conclusions of value satisfy in the broadest sense the statutory definition of fair market value per Property Tax Code, Section 1.04(7). For example, does the contractor employ methods and procedures that allow the contractor to arrive at an appropriate amount of replacement cost new and depreciation in all its forms? Ensure that the CAD does not tell the contractor what value to derive for any particular property, but instead only verify that the contractor is following all appropriate and generally accepted appraisal practice to the fullest extent possible.
7. Inquire as to whether the contractor is having meetings or otherwise corresponding with the taxpayers as needed to informally resolve valuation disputes. Request the contractor provide the nature and substance of such contact with the taxpayer so that the CAD can be assured the contractor is making all reasonable effort to afford taxpayers with ample opportunity to present their facts and opinions and be dealt with in a professional, fair, and impartial manner.
8. Ensure that the contractor makes their staff freely available for scheduled ARB hearings. The CAD should ensure that the contractor or representatives of the contracted firm attend these hearings with an open mind, present testimony in a professional and helpful demeanor, and otherwise appropriately and responsibly represent the CAD in these proceedings.
9. Ensure that the contractor follows through on agreements made with taxpayers in informal meetings or formal hearings.
10. Ensure that the contractor provides final values for certification, including all documentation required, in a timely manner per statutory and contractual obligations, in the form and content desired by the CAD.
11. Ensure that the contractor assists the CAD in working with, and resolving any disputes with, the Property Tax Assistance Division per contractual obligation.

# Steps for Evaluating Contractor's Property Discovery Process

1. The CAD must contact responsible parties within the contracted company and inquire on progress being made to discover new property for the current tax year.
2. Request list from contractor of all new properties discovered for comparison and verification with any independent list developed in-house.
3. Relay any discrepancies found to contractor for remedial action. Consult with contractor's staff or management for corrections and/or improvements or enhancements to contractor's discovery process.
4. Repeat these steps as needed.

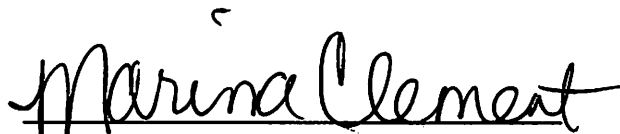
Approved on: ~~12.10~~ 12.11.2023



BOD, Chairman

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BOD, Secretary



Chief Appraiser